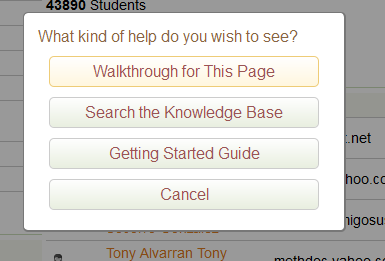
 

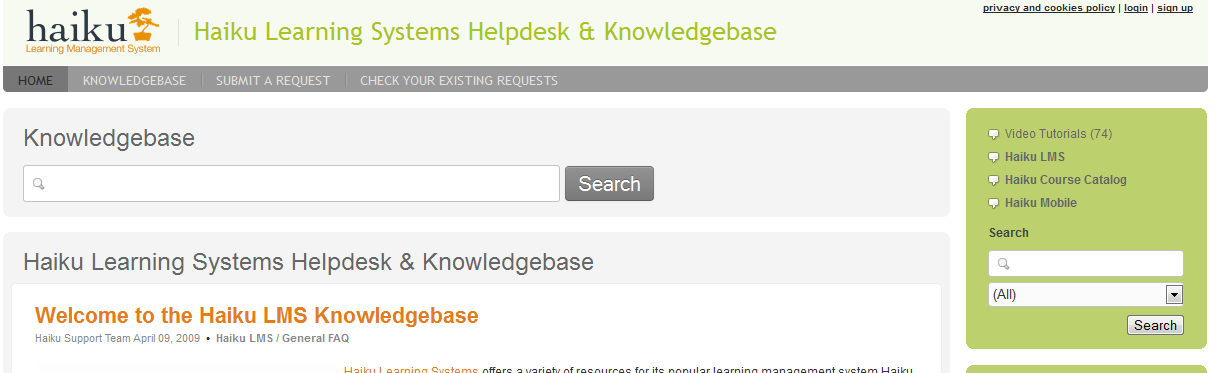
Troubleshooting

 The Knowledge base is geared specifically to K-12 teachers and includes questions by teachers along with the response. It includes text, audio and visuals. Extremely helpful but if it doesn’t work, all you have to do is “Submit a Request”



Submit a Request

This allows you to email Haiku directly. Elizabeth is our contact person and she will send a confirmation email, along the name of the programmer is that will be assisting with the problem/question. The promise a 24 hour initial response, I yet to have it take that long





Problems I can’t solve I contact Selim, primary programmer or Ismet, the President directly.



<http://oit.stevensonuniversity.org/files/2008/10/Microsoft-PowerPoint-2010-Product-Guide_Final.pdf>

Manual with a ton of information

<http://office.microsoft.com/en-us/powerpoint-help/powerpoint-2010-tips-and-tricks-RZ102673175.aspx>

Tips & tricks - good information

Usually I just ask colleagues or students

 <http://word.tips.net/>

<http://www.shaunakelly.com/word>

<http://office.microsoft.com/en-us/word-help/word-2010-tips-and-tricks-RZ102673170.aspx>

All three of these sites is full of wonderful tips, tricks and solutions.

 I have usually just asked my students, but I just found this site which has a ton of information along with links to even more. <http://www.guidingtech.com/1643/youtube-guide/>

 There is a ton of help right on Google including this section <http://www.google.com/insidesearch/tipstricks/>

Additionally, we have a domain administrator, who is great at answer questions and solving problems I can’t solve.

First step, change search engines and look up the problem. If I can’t use another search engine, I change computers and use another computer to look up the problem.

<http://www.computerhope.com/issues/chie.htm> - I found this on Computer Hope which I’ve used to answer other questions, it looks like a great place to start to solve problems.

 They have a “Help” button with access to email or call to get support.

 Problems – contact Anthony Hajaid at our NIS helpdesk.

Tips and Tricks - <http://office.microsoft.com/en-us/outlook/> & <http://office.microsoft.com/en-us/outlook-help/> This site has both tips and tricks and common troubleshooting solutions.